

*Joint Base Operations Support Contract*

# QUICK REFERENCE GUIDE

December 2002

SGS Call Center

476-HELP (4357)

**SGS**  
Space Gateway Support

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# **ACCIDENT / INJURY**

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## **At KSC and CCAFS**

To report an emergency dial 911

(for cell phone users at KSC and CCAFS dial 867-7911).

## **At Patrick AFB**

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Dial 911 to report emergencies (including cell phones).

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## ○————— **Accident / Injury** —————○

1. Remove personnel out of harms way, if possible.
2. Administer emergency first aid only if certified to do so.
3. **Call 911** (For Cellular Phones dial 867-7911 at KSC and CCAFS).
  - Give the following information:
    - Name and phone number
    - Building name, number, and location
    - Nature of the incident
4. Clear the immediate area of nonessential personnel.
5. Report to the Sr. Fire Officer/Incident Commander upon arrival to provide follow-up information.
6. Report Anomaly/Close Calls Per OSH-P0106

**CAUTION:** Always take precautions to avoid contact with any body fluids. Contact with body fluids may result in exposure to highly transmittable diseases, e.g., hepatitis or HIV viruses. Report any suspected exposure to medical personnel immediately!

# **FIRE / EXPLOSION**

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## **At KSC and CCAFS**

To report an emergency dial 911  
(for cell phone users at KSC and CCAFS dial 867-7911).

## **At Patrick AFB**

Dial 911 to report emergencies (including cell phones).

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**If a fire occurs, the following procedure should be followed:**

1. Verbally warn personnel in the immediate area.
2. If the fire alarm system has not been activated then activate the system by pulling the nearest fire alarm manual pull station.
3. Begin evacuation immediately upon notification. Proceed toward the nearest exit (do not use elevators, use stairs). Assist any physically impaired co-workers in exiting the building or reaching a safe area remote from the fire and near an exit stairway.
4. Close doors to work area upon leaving.
5. From a safe location call **911** (867-7911 for cell phones at KSC and CCAFS) to verify alarm was received and provide additional details on the location, size, hazards, etc.  
  
NOTE: Facility manager (or designee) should report to the Incident Commander and provide any additional details on the incident. This action should be performed as soon as possible.
6. Proceed to the designated marshalling area or EEAP and stay at least 200 feet away from the building and away from the street/entrance to the building. (Emergency forces will need this space to effect a proper response to the incident).
7. Find and stay with your supervisor/co-workers until notified by the fire officials that it is safe to re-enter the building.
8. Report Anomaly/Close Calls Per OSH-P-0106

**If you hear or witness an explosion:**

1. If possible, call **911** (867-7911 for cell phones at KSC and CCAFS) to report the location and nature of the incident. **In the event of fire**, pull the nearest fire alarm and evacuate to a Safe Area/ Marshalling Area or designated Emergency Evacuation Assembly Point (EEAP).
2. Take cover under a desk, table, or behind a sturdy wall or barrier unless you see flames.
3. Be prepared for possible further explosions and toxic vapors.
4. Avoid windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
5. If directed to evacuate, proceed to a Safe Area/Marshalling Area or EEAP.
  - DO NOT use elevators.
  - Feel doors carefully for heat to determine if they are safe to open. (See **Evacuation**)
  - Evacuate upwind/crosswind from potential toxic vapors.
6. DO NOT move injured personnel unless they are in danger of further injury due to developing emergency conditions.
7. Watch for falling objects as you evacuate.
8. DO NOT use matches or lighters.
9. Report Anomaly/Close Calls Per OSH-P-0106.

# WEATHER

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## At KSC and CCAFS

To report an emergency dial 911

(for cell phone users at KSC and CCAFS dial 867-7911).

## At Patrick AFB

Dial 911 to report emergencies (including cell phones).

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**Launch/Spacecraft Facilities:** Actions to be taken are dependent on your facility and stage of operation. If you have questions in this regard contact the complex/facility safety supervisor.

**Phase I Lightning Advisory:** Issued when lightning is present or expected within five (5) nautical miles of the announced location which may produce cloud to ground lightning within thirty (30) minutes.

**Phase II Lightning Warning:** Issued when lightning is imminent or observed within the five (5) nautical mile boundary of all or a specific area of PAFB, KSC or CCAFS.

## General Lightning Safety Rules

If lightning is imminent or occurring:

1. Stay indoors and away from windows and metal doors.
2. Do not use any equipment that could conduct sympathetic voltages into the work area (computers, telephones, water fountains, copiers, etc.) until the immediate threat has subsided.

If outside:

1. Seek shelter in a protected building or hardtop automobile.
2. The highest object around should NOT be you or a nearby tree.
3. Avoid tall objects like power poles and flagpoles.
4. Go to the lowest area.
5. Get out of open water.
6. Avoid metal objects like fences, gates, and unprotected structures.
7. If injuries or damage results:  
Submit Anomaly/Close Calls Per OSH-P-0106

## ○————Thunderstorm————○

**Severe Thunderstorm WATCH:** Does not require immediate action. A severe thunderstorm watch is issued to heighten public awareness and should not be confused with a WARNING.

**Severe Thunderstorm WARNING:** Indicates that imminent danger to life and/or property is possible in the path of the storm and the following actions should be taken at once:

1. Postpone all outdoor activity, if at all possible.
2. Pass information on the severe weather warning on to other personnel who may not be in a position to hear the original announcement.
3. Take shelter in a sturdy building or a hardtop automobile. DO NOT take shelter in trailers or modular/temporary facilities.
4. Dock boats and stay away from the water.
5. Avoid using phones and other electrical appliances (use phone only in an emergency).
6. Get to higher ground if flooding is imminent.
7. If a funnel cloud is spotted, report it to **911** (867-7911 for cell phones at KSC and CCAFS) (See **Tornado**).
8. Wait for the “**all clear**” announcement by the Aural Warning System
9. If injuries or damage results:  
Submit Anomaly/Close Calls Per OSH-P-0106

Thunderstorm

## ○ ————— Tornado ————— ○

**If you spot a funnel cloud and time permits call 911 (867-7911 on cellular phones on KSC and CCAFS) and report it.**

**Tornado Watch:** means conditions are favorable for tornado development. Listen for updates or possible warnings.

**Tornado Warning:** means a tornado has been sighted or is imminent.

### **When a tornado warning (3-5 minute steady siren) is sounded:**

1. Seek shelter in a substantial steel-framed or reinforced concrete building.
2. Evacuate structures with wide, free span roofs, such as high bays, aircraft hangars and atriums.
3. If you are unable to reach a steel-frame or reinforced concrete building, lie flat in a ditch or ravine.
4. If outdoors, or inside a minimum shelter, such as a shed, be alert to the possibility of flying debris.
5. If you are in a trailer, evacuate to a suitable building.
6. If you are in a boxcar or modular building and move away from doors. Go to interior parts of the facility and take cover under a desk.
7. If inside a building, stay away from windows and, if possible move into a corridor and close hallway doors.
8. If you are on upper floors of a multistory building, go to the lower floors to prevent injury if the roof comes off.
9. Occupants of vehicles should seek shelter inside a building.
10. Employ the buddy system and assist those in need.
11. Report any injuries, downed power lines or gas leaks to 911 (Cellular Phones on KSC and CCAFS dial 867-7911).

Return to work when **“All Clear”** is announced.

If injuries or damage results:

Submit Anomaly/Close Calls Per OSH-P-0106

**HURCON IV:** Issued 72 hrs in advance of the earliest possible arrival of 50 knot (58 mph) winds.

1. Check hurricane kits and emergency supplies and issue as required.
2. Secure loose objects outside.
3. Fill gas tanks of government vehicles. (Parking may be directed at HURCON III)
4. Secure small buildings and trailers.
5. Move portable equipment inside.
6. Identify essential personnel and recall or place on standby as necessary.
7. Secure hazardous and non-hazardous waste sites at your facilities.
8. Designate essential personnel to be recalled for the recovery of your facilities Damage Assessment Recovery Team (DART).
9. Report major problems to your building custodian or hurricane coordinator.
10. Review HURCON III actions.

**HURCON III:** Issued 48 hrs before the earliest possible arrival of 50 knot (58 mph) winds.

1. Ensure that HURCON IV actions are complete.
2. Notify building custodians to begin hurricane preparations, i.e., secure windows, doors, etc.
3. Download computer hard drives to disks and take the disks with you upon evacuation.
4. Cover electrical equipment with plastic and elevate when possible.
5. Remove loose articles from desks, turn bookcases against inside walls, move furniture away from windows and doors, and lower blinds and close.
6. Park government vehicles where and when directed.
7. Release non-essential personnel when directed.
8. Review HURCON II actions.

**HURCON II:** Issued 24 hrs in advance of the earliest predicted arrival of 50 knot (58 mph) winds.

1. Ensure that all HURCON III and HURCON IV actions are complete.
2. Maintain accountability of personnel.
3. Complete hurricane preparations until directed otherwise.
4. EVACUATE when directed (except Hurricane Rideout Teams).
5. Monitor local radio and TV for "return to work" calls. This could take several days to weeks.

**HURCON I:** Hurricane Rideout Teams' activities.

# LAUNCH SAFETY

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(for cell phone users at KSC and CCAFS dial 867-7911).

## At Patrick AFB

Dial 911 to report emergencies (including cell phones).

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## Kennedy Space Center

At KSC all buildings are Launch Shelters (except trailers and modular buildings). All KSC personnel will shelter in a place in their work areas. Contingency support teams will be dispatched to facilities that are inside a potential plume corridor to shut down air conditioning/ventilation systems, if required.

If personnel are directed to shelter, they will remain in shelter until given an **All Clear** for their area/facility by competent authority (aural warning, security, etc.).

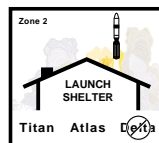
## Cape Canaveral Air Force Station

Certain buildings at CCAFS are designated as launch shelters for protection from the effects of a catastrophic launch failure and are marked as follows:

**Mission Essential Only:** This sign indicates that access is limited to mission essential personnel who work in these facilities during critical launch functions.



**Titan-Atlas-Delta:** This sign is displayed on all other facilities that may serve as launch shelters and is **Open** to the **Public**.



If one type of vehicle is marked with the "Do Not Enter" icon, do not plan to shelter in that facility for launches of those vehicles.

**For Shuttle** launches you may shelter in **Any** of the facilities providing you have access.

**Notice:** Two (2) hours prior to launch, when conditions (wind, etc.) are not favorable, announcements will be made over the Cape Aural Warning System for personnel to "identify their launch shelter now." This is the cue for you to locate the closest shelter and ensure that it is open and accessible.

- If you have a documented RESPIRATORY PROBLEM you must move to a non-affected area.

**Facility Managers:** Upon catastrophic failure, close all windows and doors. Shut down ventilation systems, if possible. Shut off exhaust fans in bathrooms. Have all personnel sign in. Ensure that personnel remain indoors until the "all clear" is given.

## ○ ————— Evacuation ————— ○

To evacuate to a Safe Area or designated EEAP or Marshalling Area take the following actions:

1. Use emergency respiratory equipment (**except in a fire situation**) when provided.
2. Assist others in evacuation. DO NOT use **elevators**.
3. Evacuate UPWIND or CROSSWIND. Report to Safe Area/Marshalling Area or EEAP as required.
4. DO NOT evacuate through contamination, vapor cloud, or fire, if possible.
5. Obey evacuation announcements from the response force or the Paging and Aural Warning System.
6. Account for personnel, **clear badge board** if working in a controlled or restricted area.
7. Keep roads and entryways clear for the response force.
8. Assist response force by directing them to the location of the emergency.
9. Supervisor/controller should brief the Fire Chief/Senior Fire Officer on the status of personnel evacuation.
10. Stay clear of the area until it is declared safe or “all clear” by the senior person on the scene.
11. If injuries or damage results:  
Submit Anomaly/Close Call Reports OSH-P-0106

# **WEAPONS OF MASS DESTRUCTION (WMD)**

## **At KSC and CCAFS**

To report an emergency dial 911

(for cell phone users at KSC and CCAFS dial 867-7911).

## **At Patrick AFB**

Dial 911 to report emergencies (including cell phones).



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## WEAPONS OF MASS DESTRUCTION (WMD)

The threats may vary from Nuclear, Biological and Chemical (NBC) agents to explosives or incendiary devices.

**What can we do to help prevent these terrorist acts?** Stay alert and report suspicious activities (Call 911). For cellular phones dial 867-7911 for KSC and CCAFS.

### Active indicators could be:

- Explosions on or off the Spaceport.
- Illegal aircraft fly-over, with or without observed releases.
- Suspicious vehicle attempted entry, spilling liquids on roads or in water supplies.
- Suspicious vehicles or personnel spraying at night or during unscheduled times.
- Unusual odors, taste or low clouds.
- Mass casualties, without obvious reasons.
- Panic in a potential target area such as people running out of buildings.
- Suspicious vehicles/materials/packages left unmarked or unattended.
- Oral or written threat or suspicious personnel activity.

### Passive indicators could be:

- Many dead animals, birds or fish observed.
- Absence of insect life.
- Hospitals receiving many patients with common/unusual symptoms.
- Abandoned spray devices.
- Increased absenteeism/medical activity.

### **Follow these simple rules to keep out of trouble:**

- Stay alert and report (911 or 867-7911 at KSC/CAFS for Cellular Phones) all suspicious activities.
- If you receive a suspicious package:
  - Report it.
  - Do not move or disturb the package.
  - Secure and contain the area.
  - Shut down air conditioning systems and air handlers.
  - Isolate personnel if contamination is suspected (to preclude exposure outside a danger area).
  - Perform expedient decontamination of exposed personnel.
  - Protect and preserve evidence.
  - Follow instructions of emergency responders.

The general population will receive emergency instructions over the aural warning systems. **Based on the situation, you may be instructed to evacuate or shelter in place. If sheltering is directed, air conditioning, ventilation systems and air handlers will need to be shut down.**

# WEAPONS OF MASS DESTRUCTION (WMD) BIO-TERRORISM

In light of recent terrorist activities involving Biological Threats (Anthrax) we feel it is important to emphasize protective measures to combat these threats. The following information was extracted from the Center for Disease Control (CDC).

The purpose of these guidelines is to recommend procedures for handling such incidents.

1. **Do not panic.** Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so, the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.
2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

## **Suspicious Unopened Letter or Package Marked with Threatening Message such as “Anthrax”**

Do not shake or empty the contents of any suspicious envelope or package.

1. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
2. If you do not have any container, then COVER the envelope or package with anything (e.g., clothing, paper, trash container etc.) and do not remove this cover.
3. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
4. WASH your hands with soap and water to prevent spreading any powder to your face.

5. What to do next...

- **Dial “911” (867-7911 KSC/CCAFS for cellular phones)** to report the incident and notify your building security official or an available supervisor.

- List all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the public health authorities and law enforcement officials for follow-up investigations and advice.

# WEAPONS OF MASS DESTRUCTION (WMD) BIO-TERRORISM

## **Envelope with Powder and Powder Spills Out Onto Surface**

1. DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
2. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
3. WASH your hands with soap and water to prevent spreading any powder to your face.
4. **Dial 911.** (Cell phones 867-7911 at KSC and CCAFS)  
Report the incident to Security /Fire Department, and notify your building security official or an available supervisor.
  - Remove heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
  - Shower with soap and water as soon as possible.  
DO NOT use bleach or other disinfectants on your skin.
  - If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

## **Room Contamination by a Aerosol Device**

For example: a small device triggered, warning that air-handling system is contaminated, or warning that a biological agent released in a public space.

1. Turn off local fans or ventilation units in the area.
2. Leave area immediately.
3. Close the door, or section off the area to prevent others from entering (i.e., keep others away).
4. Dial 911. Cell phones at KSC/CCAFS dial 867-7911.
  - Report the incident to Security (authorities will then make the proper notifications). Notify your building security official or an available supervisor.
  - Shut down air handling system in the building, if possible.
  - If possible, list all people who were in the room or area. Give this list to both the public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

**For information on how to identify suspicious packages refer to  
Suspicious Package Information on Page 27, Item #7.**

# SECURITY

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EMERGENCY.....	911
Cellular Phone.....	867-7911 (KSC/CCAFS)
Helping Hand.....	911
Crime Prevention.....	911
Plans & Programs.....	853-6629
Routine Calls.....	867-2121 (KSC) 853-2121 (CCAFS)



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**Prohibited Items:**

Personal Firearms

Personal ammunition

Air Rifles or pistols, blow guns, stun guns

Switch blade knives, machetes, swords, knives with more than 3-inch blade, throwing knives.

Black jacks or saps

Metal knuckles

Incendiary or pyrotechnic devices, fireworks, and explosives

Any device/item known, or intended, to inflict injury or death or cause property damage, or any device/item specifically prohibited by City, County, State or Federal government.

**Prohibited Activity**

Beach access during the hours of darkness and in areas affected by hazardous operations is prohibited. At other times call Security prior to walking or jogging on beaches.

Hunting or trapping of wildlife except as authorized by CCAFS/CC or KSC/CD for population or disease control is prohibited.

Back roads are off limits except when in government vehicles on official business.

**Fishing Policy**

Permanently badged CCAFS and KSC employees, and four guests, may fish on CCAFS and KSC when in possession of a valid fishing permit.

Fishing permits and rules are issued at the CCAFS Pass & ID Office (PIDS 1), CCAFS South Gate, KSC Pass & ID Badging Station (PIDS III) on NASA Causeway, KSC Gate 2B during the following hours (continued):

**Fishing Areas & Times:**

PIDS I	Monday - Friday	0630-1630
PIDS III	Monday - Friday	0630-1700
Gate 2B	Monday - Friday	1700-Sundown
Gate 2B	Weekends & Holidays	0630 - Sundown
South Gate	Weekends & Holidays	Sunup - Sundown
South Gate	Weekday	Sunup - 0630
South Gate	Weekday	1630 – Sundown

**Authorized fishing areas:**

Banana River. Gate 1 area, south boundary of CCAFS.  
 Camera Road A. Located 1.5 miles south of Hangar C.  
 Old Pump Station. Located north of Complex 46 perimeter fence and east of Complex 1, 2, 3, and 4.  
 Complex 16 Beach. Located off the entrance road to Complex 16  
 Complex 34 Beach. Banana River, South of NASA Causeway.  
 Navy Port Area. Fishing in the Navy Port is controlled by the commanding Officer, Naval Ordnance Test Unit.

## **Badging:**

Everyone who enters CCAFS and KSC must possess a badge and display it above the waist at all times. Employees and visitors are issued badges or passes to conduct official business.

### **Lost or Stolen Badges**

If you lose your badge, a temporary pass can be issued for up to one week. If you are unable to locate the badge within two days, submit a written Lost Badge Report to your organization's security department. Report stolen badges immediately at 867-7763 or 853-5261.

### **Getting a Replacement Badge**

If you lose your permanent badge or left it at home, a temporary badge may be picked up at:

- PIDS 1, at the south entrance of CCAFS by Gate 1.
- PIDS 3, on NASA Causeway, by Gate 3.

Both PIDS facilities are open Monday through Friday from 6:00 am until 5:00 pm.

### **Obtaining Passes at Perimeter Gates**

Perimeter gates and the Visitor Records Center (VRC), (located in Room 1470, KSC Headquarters, Building M6-399) will issue passes after hours or during holidays and weekends. Gate 4, on the north KSC boundary, will issue passes 7 days a week, 24 hours a day.

### **Traffic Citations:**

Anyone charged with a traffic violation is issued a Florida Uniform Traffic Citation (FUTC), KSC/CCAFS citation, or a Magistrate Citation (1805).

#### **Moving Violations**

Florida Uniform Traffic Citations and Magistrate Citations are issued for moving violations such as speeding, passing in a no passing zone and running stop signs or traffic signals. These citation result in points assessed against your driver's license and civil fines.

#### **Parking Citations**

If you receive a KSC parking citation, you must complete and return the citation within 3 days or 72 hours to:

Traffic Records Office  
SGS-323  
Kennedy Space Center, FL 32815

You may also hand deliver the citations to Bldg. K6-2496, Rm 1122.

Failure to respond will result in an additional point being assessed against you.

### **Photography:**

Cameras are allowed on CCAFS and KSC.

A facility commander must approve cameras inside CCAFS controlled or restricted areas.

Safety personnel govern cameras and photography inside KSC controlled or restricted areas.

There are no photography restrictions involving shuttle rollouts, launches, or landings.



## Force Protection Conditions

**FORCE PROTECTION CONDITION ALPHA:** A general warning of possible hostile activity, the nature and extent of which are unpredictable. Display FPCON Alpha placards at facility entrances. Be suspicious of strangers, particularly those carrying suitcases or other containers. Watch for unidentified vehicles on or in the vicinity of the installation. Watch for abandoned parcels or suitcases and any unusual activity. Secure buildings, rooms, and storage areas not in regular use. Unofficial visits are terminated. Check plans for implementation of the next FPCON. Be sensitive to this situation and report anything suspicious to 867-2121 (KSC), or 853-2121 (CCAFS).

**FORCE PROTECTION CONDITION BRAVO:** An increased and more predictable threat of hostile activity, no particular target has been identified. Display FPCON Bravo placards at facility entrances. **Continue FPCON Alpha Actions.** When ordered, move cars and objects; e.g., crates and trash containers, at least 25 meters from buildings, particularly buildings of a sensitive nature. Secure and regularly inspect all buildings, rooms, and storage areas not in regular use. At the beginning and end of each workday, as well as at other regular intervals, inspect the interior and exterior of buildings in regular use for suspicious packages. Be alert to personnel, equipment and activities in and around work areas. Closely examine mail (above the regular examination process) for letter or parcel bombs. All Unofficial Visits/Tours are terminated. Be sensitive to this situation and report anything suspicious to 867-2121 (KSC), or 853-2121 (CCAFS).

**FORCE PROTECTION CONDITION CHARLIE:** An incident occurred or a confirmed intelligence report has been received indicating some form of terrorist action against persons or facilities is imminent. Display FPCON Charlie placards at facility entrances. Continue, or introduce, all measures listed in **FPCONs ALPHA and BRAVO**. Hands on badge checks are in effect. Park vehicles clear of buildings. Reduce the number of entrances by locking all unnecessary doors. Do not block emergency exits. Be sensitive to this situation and report anything suspicious to 867-2121 (KSC), or 853-2121 (CCAFS).

**FORCE PROTECTION CONDITION DELTA:** An attack occurred or is underway. Display FPCON Delta placards on facilities. Continue, or introduce, all measures listed for **FPCONs ALPHA, BRAVO and CHARLIE**. Make frequent checks of the exterior of buildings and of parking areas. Minimize all administrative journeys and visits. Be sensitive to this situation and report anything suspicious to 867-2121 (KSC), or 853-2121 (CCAFS).

# Bomb Threat Aid

Your name: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Exact closing words of the caller. \_\_\_\_\_

Time call received? Length of call? \_\_\_\_\_

Number received on \_\_\_\_\_

Date received \_\_\_\_\_

## Questions to Ask:

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why did you place the bomb?
8. Who are you? Who do you represent?
9. Please repeat what you've told me to make sure I understand you?

## Description of caller's voice

Male \_\_\_\_\_ Female \_\_\_\_\_

Young \_\_\_\_\_ Middle Aged \_\_\_\_\_ Old \_\_\_\_\_

Voice Pitch: High \_\_\_\_\_ Med \_\_\_\_\_ Deep \_\_\_\_\_

Accent \_\_\_\_\_ Ethnic \_\_\_\_\_ Regional \_\_\_\_\_

Impediment? (describe) \_\_\_\_\_ Calm \_\_\_\_\_

Nasal \_\_\_\_\_ Angry \_\_\_\_\_ Stutter \_\_\_\_\_ Excited \_\_\_\_\_ Lisp \_\_\_\_\_ Slow \_\_\_\_\_

Raspy \_\_\_\_\_ Rapid \_\_\_\_\_ Soft \_\_\_\_\_ Ragged \_\_\_\_\_ Loud \_\_\_\_\_ Clearing throat \_\_\_\_\_

Laughing \_\_\_\_\_ Deep Breathing \_\_\_\_\_ Crying \_\_\_\_\_ Cracking \_\_\_\_\_

Normal \_\_\_\_\_ Disguised \_\_\_\_\_ Distinct \_\_\_\_\_ Foreign \_\_\_\_\_ Slurred \_\_\_\_\_ Familiar \_\_\_\_\_

Whose voice did it sound like? \_\_\_\_\_

## Background Sounds

Street \_\_\_\_\_ Animal \_\_\_\_\_ Airplanes \_\_\_\_\_ Clear \_\_\_\_\_ Voices \_\_\_\_\_

Static \_\_\_\_\_ PA System \_\_\_\_\_ Local call \_\_\_\_\_ Long Dist \_\_\_\_\_ Phone Booth \_\_\_\_\_

Music \_\_\_\_\_ House \_\_\_\_\_ Motors \_\_\_\_\_ Office \_\_\_\_\_ Factory \_\_\_\_\_

Other (specify) \_\_\_\_\_

## Language

Well Spoken \_\_\_\_\_ Incoherent \_\_\_\_\_ Foul \_\_\_\_\_

Recorded \_\_\_\_\_ Irrational \_\_\_\_\_ Read \_\_\_\_\_

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## LETTERS OR PACKAGES

If you notice a suspicious package or object, call 911 immediately. Unidentified bags arouse concern for explosive devices and are confiscated or destroyed.

**Note:** Hand carried items such as gym bags, briefcases, lunchboxes and purses must be tagged with owners name, organization and telephone number. If your bag is inadvertently left somewhere, security must have a means to verify ownership.

1. **DO NOT** go near, handle, or touch the suspicious item.
2. **DO NOT USE TWO-WAY RADIOS OR CELL PHONES UNDER ANY CIRCUMSTANCES.**
3. **Call 911** immediately and report location and nature of the object (building and room number, letter or package, size, etc).
4. Write down everything you can remember about the item.
5. Follow orders to evacuate given by responding Security personnel.
6. Be suspicious of objects found around the house, office or auto.
7. Check mail and packages for :
  - Excessive postage
  - Unusual odors
  - Too much wrapping
  - Bulges, bumps, or odd shapes
  - No return or unfamiliar return address
  - Incorrect spelling or poor typing
  - Items sent “registered” or marked “personal”
  - Protruding wires, strings, or aluminum foil
  - Unusually light or heavy packages
  - Oily stains discoloration or odor
  - Ticking sound
8. Isolate suspect letters or packages. Do not immerse them in water. Doing so may cause them to explode.
9. Clear the area immediately
10. Notify your supervisor.

## Robbery

In the event of a robbery:

1. Do not resist, comply with the robber(s) orders, give only what the robber(s) demands.
2. If a duress switch is available, activate it when it is safe to do so.
3. Observe the robber(s), noting details such as hair and eye color, height, weight, race, dress, scars, tattoos, speech, type of weapon, etc.
4. After the robber(s) depart:
  - Call 911 (867-7911 for cell phones at KSC and CCAFS) do not hang up, if possible.
  - Allow no one to enter or exit the building. All exits will be locked until the arrival of security. Protect the crime scene.
  - When it is safe to do so, determine the type of vehicle and direction used in the get-a-way.
  - Write down the names and addresses of all possible witnesses.
  - Notify others around you of the incident.
  - **DO NOT** move or touch anything.
5. DO NOT discuss specific details of the incident with anyone except the investigating police.

# WORK CONTROL

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If you don't know who to call, dial:

476-HELP (4357)

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### KSC/CCAFS

853-3231 or 476-HELP (4357)

[TroubleCall@jbosc.ksc.nasa.gov](mailto:TroubleCall@jbosc.ksc.nasa.gov)

- Type II Work Requirements and Service Order Number (SON) Initiation
- Type III Work Requirement (AF Form 332, NASA SR) Receipt and Service Order Number (SON) Initiation
- Type IV Project Design Requirement (AF Form 332, NASA SR) Receipt and SON Initiation
- Status of Service Order Number (SON) 476-HELP(4357)

## ○ — Planning and Estimating — ○

**KSC/CCAFS**  
853-2064 or 476-HELP (4357)

- Type II Service Order number Planning/Estimating
- Type III Service Order Number (AF Form 332 or NASA SR) Planning and Estimating
- Public Affairs Office Event Planning/Estimating

## ○ — **Scheduling** — ○

867-8137 **or** 476-HELP

Type I, II, & III Service Order Number Scheduling



# **Mission Support Office**

## **Mission Support Office**

861-3761

[MissionSupport@jbosc.ksc.nasa.gov](mailto:MissionSupport@jbosc.ksc.nasa.gov)

Global: JBOSC Mission Support

- Launch Support (Type IV SON) Requirement
- Excavation and Underground Utility Locate Permits

## **SGS Duty Office**

853-5211

[DutyOffice@jbosc.ksc.nasa.gov](mailto:DutyOffice@jbosc.ksc.nasa.gov)

Global: SGS Duty Office

- Emergency Response Coordination
- After-Hour Work Requirements
- Operations Support Requirements
- Controlled Burn Coordination
- Hot Work Permits (Welding, Open Flame, etc.)

## **Customer Outreach Program**

**476-HELP (4357)**

[476-HELP@jbosc.ksc.nasa.gov](mailto:476-HELP@jbosc.ksc.nasa.gov)

Global: 476-HELP

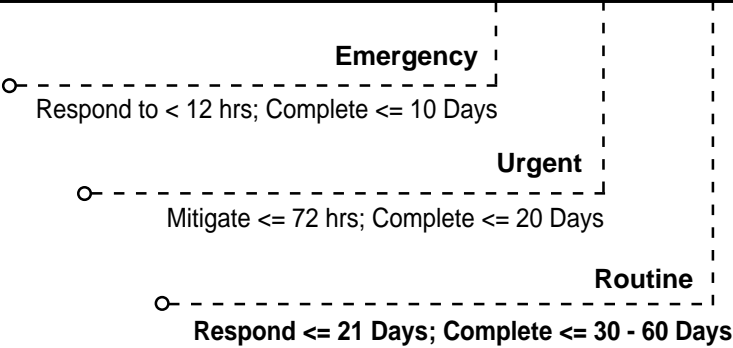
- Company Information
- Customer Assistance
- Work Status
- JBOS Contract Customer Education

## ○ — Work Requirement Definitions — ○

- Type I** Recurring, routine maintenance activities e.g. Preventive Maintenance Program requirements.
- Type II** Non-recurring maintenance and repair activities that do not require detailed planning. Type II requirements include trouble calls, service calls, minor repairs and fabrication.
- Type III** Requirements that involve detailed planning/estimating or minor construction.
- Type IV** Launch Support Countdown, SOW 4, Repetitive/on-going support.

○ ————— **Priority Matrix** ————— ○

	Priority Level		
Mission Critical/Imminent Death	12	8	4
Mission Critical/Life Safety Health	11	7	3
Mission Support	10	6	2
Other	9	5	1



# ENVIRONMENTAL

## At KSC and CCAFS

To report an emergency dial 911  
(for cell phone users at KSC /CCAFS dial 867-7911).

## At Patrick AFB

Dial 911 to report emergencies (including cell phones).

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# Chemical Spill/Release Actions

## In the event of an EMERGENCY which:

- Could result in a fatal or acute illness injury.
  - Involves fire, explosion, or personal injury.
  - Could adversely impact public health, the environment, or property.
1. Activate area alarms if evacuation is required.
  2. Evacuate area if required.
  3. **Call 911**(for cell phones at KSC/CCAFS dial 867-7911) specify **EMERGENCY** and provide the following information:
    - a. Location of release.
    - b. Extent of injuries, fire, or explosions.
    - c. Substance released.
    - d. Quantity released.
    - e. Potential risk to human health or the environment, if known.
  4. Notify area supervisor.
  5. Terminate the operation and stop the source of the spill or leak, if safe.

## In the event of a non-emergency which:

- The spill is contained; and
  - Can be safely controlled by properly trained, equipped, shop personnel.
1. Terminate the operation and stop the source of the spill or leak.
  2. Notify area supervisor.
  3. Call **911**(for cell phones KSC/CCAFS dial 867-7911) specify non-emergency. JBOSC personnel at PAFB which clean up contained spills do not need to report through the 911 system, but should contact JBOSC Waste Management at (Pager 232-7754). Report the following information:
    - a. Location of release.
    - b. Substance released.
    - c. Quantity released.
    - d. Potential risk to the environment, if spill escapes containment.
    - e. Cleanup actions taken or request cleanup assistance from spill team.

JBOSC Waste Management will file a Pollution Incident Report, to KHB 8800.6, or contact 45 CEV when necessary. Operating organization is reminded to submit an Anomaly/Close Call report pursuant to OSH-P-0106, when appropriate.

# **INFORMATION**

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## **MANAGEMENT**

Duty Hours Call:  
CARE Center 867-5010

After Duty Hours Call:  
JCCC 867-2121

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## Incidents

### For Suspected Viruses:

1. If it appears that a virus is activating on your machine, **immediately shut down your workstation**, by turning off the power.
2. Place a note on the workstation indicating “**Suspected Virus - Do Not Use**”.
3. During duty hours call **CARE Center at 867-5010**. For non-duty hours call the **SGS Duty Officer at 853-5211**.

### For A Suspected Intruder or Any Other Incident:

1. If it appears that someone is trying to remotely access your machine, **Do Not Turn Your Machine Off or Touch The Keys**. Vital information as to the identity of the suspected attacker may be lost.
2. **Do Not Try To Process, Insert, or Delete Any Information On The Machine**.
3. **Physically Disconnect From The Network** by unplugging the network cable from your machine.
4. During duty hours call **CARE Center at 867-5010**. During non-duty hours call the **JCCC at 867-2121**.

# **KEY TELEPHONE**

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## **NUMBERS**

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## ○ ————— **Key Telephone Numbers** ————— ○

<b>KSC/CCAFS, Patrick AFB</b> Emergency ( <b>Fire, Ambulance, Security Police</b> )	on all phones 911 (867-7911 on KSC/CCAFS for cell phones)
Call Center ( <b>Information</b> )	476-HELP (4357)
Environmental Health Services	867-2400
Emergency Preparedness Office	853-6861
CCAFS Emergency Operations Center (Alternate)	853-9155/6
KSC Emergency Operations Center (Primary)	867-9200
Storm Information/Update <b>Hotline</b>	861-7900
Fire Protection	867-2326
Security Desk	853-2121
JBOSC IT Security	867-4486
Care Center	867-5010
JBOSC Duty Office	853-5211
OS&H	853-7882
Poison Control Center	1-800-222-1222
Center for Disease Control Hotline	1-770-488-7100

# SUBCONTRACTORS

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## Subcontractors

SGS's integrated team includes 11 specialty subcontractors chosen on the basis of their proven ability to provide innovative services in their fields of expertise.

**Wyle Laboratories**, one of the nation's largest independent testing and engineering firms, provides laboratory services support. **(867-5702)**

**United Paradyne Corporation**, experts in space launch operations, is responsible for propellants. **(853-4311)**

**Wiltech** specializes in component cleaning and refurbishment of laboratories, and provides laboratory services support. **(861-2474)**

**Comprehensive Health Services (CHS)** manages and administers all aspects of occupational health programs for industry and federal agencies, and offers medical services, occupational medicine and environmental health services. **(867-2025)**

**InDyne, Inc. (IDI)** has expertise in information technology and engineering services, and provides administrative services and information management support. **(867-4846/4366)**

**Research Planning, Inc. (RPI)** specializes in emergency management, focusing on crisis and consequence management planning and analysis, and provides emergency preparedness. **(853-6861)**

**Science Applications International (SAIC)**, experts in Year 2000 analysis, conversion and remediation, SAIC offers data conversion and Year 2000 services. **(867-8752)**

**Federal Data Corporation (FDC)**, a leader in systems integration, specializing in turnkey, fully integrated system solutions for more than 26 years, FDC provides data warehouse design and implementation. **(867-8054)**

**Yang Enterprises, Inc.** is a provider of computer, engineering, and custodial services and specializes in CMMS MAXIMO Integration for SGS. **(867-9218)**

**Creative Management Technology, Inc. (CMTI)** offers facilities maintenance and operations services to government clients, and provides SGS facilities maintenance. **(799-4022)**